

Candidate Brief

Catering Supervisor

Reference: R180588

Salary: £16,460 - £16,766 [grade 3]

Contract Type: Fixed term [until 5 April 2019]

Basis: Full time

Closing Date: 23.59 hours GMT on Wednesday 23 January 2019

Interview Date: To be confirmed

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DIFFERENT
DISTINCTIVE
ASTON



Job description

Job Purpose:

Reporting to the Food Court Manager this role is part of the Catering Team @ Aston, and responsible for looking after and supervising the Tierra Food Court & external Catering Sites. The role holder will oversee Catering team members on a daily basis, and ensure consistent quality against set standards is achieved and delivered to our diverse customer base including students, staff members and external visitors.

Main Duties/Responsibilities:

Operational

- ▶ Supervise a team of general Catering assistants to ensure the delivery of production and service standards across the catering outlet, through exercising professionally supportive and motivational direction to catering general assistants.
- ▶ Undertake responsibility to ensure the consistent, effective delivery of the catering unit by, supporting with rostering, addressing matters of employee conduct and performance via agreed 'best practice standards', address any issues with the relevant member of the management team.
- ▶ Ensure the correct preparation of beverages and food products in line with food safety, health and safety, policies and procedures.
- ▶ Ensure all staff deliver great customer service.
- ▶ Ensure the unit is always fully stocked and that orders of stock and general supplies are placed to ensure demands are continuously met. Reporting any stock shortages to their line manager for investigation. Support monthly stock taking.
- ▶ Ensure proactive promotion of the area including product sales to ensure financial targets are met.
- ▶ Overall responsibility for the handling and banking of cash takings and security of the premises.
- ▶ Work and liaise effectively and supportively with all other Catering /Aston colleagues and departments in the interests of contributing to a professional work environment.
- ▶ Assist across the operational boundaries within Aston as and when agreed, in-keeping with the role and/or working development opportunities.
- ▶ On job training/coaching.

Development

- ▶ Maintain a 'continuous improvement' ethos for food sales across the unit, raising awareness amongst the team of product development and service initiatives, whilst identifying opportunities for improving revenue and profits where possible.
- ▶ Converse with customers to ascertain requirements and opportunities for the purposes of sales and delivering great customer service.
- ▶ Attend regular meetings to report on sales, food safety, health and safety, training needs, customer requirements/complaints and future development ideas.

General

- ▶ Ensure that all personal actions are in line with the overall environmental aims of The University of Aston, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportunity presents.
- ▶ Always present themselves in a professional manner ensuring confidentiality at all times, to all stakeholders.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Level 2 Food Hygiene qualification	Application form
Experience	<p>Retail catering experience within a high volume outlet</p> <p>Experience of supervising with a catering environment.</p> <p>Experience of managing stock controls & cash handling</p> <p>Excellent verbal communication skills.</p>	Interview
Aptitude and skills	<p>Ability to work to high standards in a busy catering department</p> <p>Supervisory skills and knowledge on a similar scale to the requirements of the post</p> <p>Have a good working knowledge of till & chip & pin systems</p> <p>Sound written communication skills commensurate with the requirements of the post.</p> <p>IT literate.</p>	Application form
Other	Ability to work occasional weekends during busy periods.	

	Desirable	Method of assessment
Education and qualifications	NVQ level 3 or equivalent in supervisory, management training.	Application form
Experience	<p>Barista training.</p> <p>Liaison and networking skills, gained within a comparable role and work environment, with the ability to work effectively in a team.</p> <p>Self-motivated and self-development outlook.</p>	Interview
Aptitude and skills	Demonstrable knowledge and skills of leading customer service excellence, including sound	Interview

	Desirable	Method of assessment
	<p>customer liaison skills, on a similar scope and scale.</p> <p>Influencing skills, in relation to advising/guiding reporting staff and other colleagues, gained within a similar leadership role in a comparable working environment.</p> <p>Ability to manage and prioritise own workload in meeting requirements/deadlines on a similar scope and scale.</p>	

How to apply

You can apply for this role online via our website www.aston.ac.uk/jobs. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact Information

Enquiries about the vacancy:

Name: Kate Glynn

Job Title: Head of Catering

Email: k.glynn@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional Information

Visit our website www.aston.ac.uk/hr for full details of our salary scales and benefits Aston University staff enjoy

Salary Scales: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/salary-scales/>

Benefits: <http://www.aston.ac.uk/staff/hr/payroll-pensions-and-benefits/>

Working in Birmingham: <http://www.aston.ac.uk/birmingham/city-living/>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Candidates who are not citizens of the United Kingdom, or another EEA member country, should check their eligibility to enter or remain the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English language standards. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection Act 1998: Your personal data will be processed in compliance with the DPA and from 25 May 2018 with the GDPR. The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <http://www.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.



Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr

